

Examination Regulations for Employee Certification regarding “Usability Engineering”

“Fraunhofer-Personenzertifizierungsstelle”
Fraunhofer-Institute for Applied Information Technology FIT

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(English Version)

§ 1 Requirements

§ 1.1

Please note that participation in the examination in the field of Usability Engineering is only possible if you have the following qualifications.

Certificate level A

The Applicant for the certification “Usability Engineer” shall prove that he/she
either

- has completed a study at a German university, or at official recognized technical college or has a similar diploma from a foreign college recognized as equivalent by the competent body and at least six months work experience in connection with the development or testing of interactive products

or

- has work experience of at least one year in connection with product development or testing of interactive products.

Certificates level B

The Applicant for certification as an “Usability Engineer” and/or

- Additional Qualification in “User Requirements Engineering”
- Additional Qualification in “Interaction and Information Design”
- Additional Qualification in “Visual User Interface Design”
- Additional Qualification in “Usability and User Experience Testing”
- Additional Qualification in “Usability Process Management”

shall prove previously theoretical and practical expertise in the field of “Usability Engineering”.

Therefore he/she has to confirm:

- The Certificate of the Fraunhofer-Personenzertifizierungsstelle (certification board) as “Usability Engineer”;

or

- an equivalent certificate accepted and approved by the Fraunhofer-Personenzertifizierungsstelle

or

- an certificate accepted by the Fraunhofer-Personenzertifizierungsstelle plus the requirement of a successful written examination.

Certificates Level C

An Applicant for the certification as “**Senior Usability Engineer**” shall prove previously theoretical and practical expertise in the field of “Usability Engineering”.

Therefore he/she shall confirm:

- The Certificate as “Usability Engineer”
- At least a certification of the following certification profiles:
 - Additional Qualification in the field of “User Requirements Engineering”
 - Additional Qualification in the field of “Interaction and Information Design”
 - Additional Qualification in the field of “Visual User Interface Design”
 - Additional Qualification in the field of “Usability and User Experience Testing”
- The Certificate “Usability Engineer – Additional Qualification in Usability Process Management”

The required qualifications must be proven by handing in copies of relevant certificates within 14 days of the confirmation of the application.

§ 1.2

In individual cases the Applicant may provide proof for previously lacking requirements within one year after completion of the examination.

Certification must occur within one year after completion of the last examination, otherwise the examination must be retaken.

§ 1.3 Proof of fulfilled Requirements

The degree as well as the required work experience are proven by filling in the form “Disclosure of Personal Details and Education” and sending in copies of relevant certificates within 14 days of the confirmation of the application.

After review, the Fraunhofer-Personenzertifizierungsstelle decides on the requirements. If the requirements are not met the Fraunhofer-Personenzertifizierungsstelle will notify the Applicant immediately through its secretariat.

In individual cases the Fraunhofer-Personenzertifizierungsstelle may accept different types of proof.

§ 2 Application

Applicants may be certified after successfully completing the examination fulfilling the requirements stated in § 1.

Applicants who wish to take or retake the examination shall apply to the Human System Interaction Certification Board in writing. The application has to include following information of the Applicant

- Name, date of birth, private address.
- Workplace with address (if any)
- Occupation
- Relevant certification profile (here: Usability Engineer (Basic Level))
- Statement, whether the application concerns an initial certification, a retake or a recertification.

§ 3 Examination Process

§ 3.1 Assembly of Examination Documents and Provision

The Fraunhofer-Personenzertifizierungsstelle provides and chooses the examination questions from a catalogue of questions that have been approved by the Technical Committee and assigns the examination to an Examiner. The catalogue contains theory questions as well as practical questions and tasks.

§ 3.2 Procedure

The examinations are subdivided in a theoretical part and a practical part. The examinations are arranged differently depending on the certification profile.

Certificates Level A:

Candidates shall complete the examination questions and tasks in handwriting.

The practical part of the examination includes the realization of several practical activities.

The examination duration is five clock hours.

Certificates Level B:

Candidates shall complete the examination questions and tasks in handwriting.

The practical part of the examination will take place in two phases. The first phase implies the realization of several practical activities. This phase (phase 1) will take place in combination with the theoretical part of the examination. The second phase (phase 2) comprises real practical activities and consists of (several) essays describing the realization of usability engineering activities within the scope of the respective certification profile (A – F). The second phase will take place within one year after the first phase of the practical part of the examination.

General information

All parts of the examination will take place at a location approved by Fraunhofer-Personenzertifizierungsstelle.

Auxiliary means are generally disallowed.

The Candidate shall provide proof of his/her identity with a valid photo identification.

If a Candidate is disabled in a way that prevents him/her from taking the examination in the scheduled form, the Chairperson of the Fraunhofer-Personenzertifizierungsstelle will evaluate and decide how to conform to the special needs of the Candidate by choosing a different suitable form of examination. Information on the disability and corresponding proof shall be provided with the application.

§ 3.3 Examination Topics

The topics of the examinations are described in the handbook of certification. They are specified in the appendixes concerning the respective certification profiles (Appendix A-F of the handbook of certification).

§ 3.4 Evaluation and Assessment

The parts of the certification examination are evaluated as follows:

No.	Type of Examination	Minimum Passing Requirements
1	Theoretical Examination	67%
2	Practical Examination	67%

The parts of the examination are evaluated separately and then combined in the final result (passed / failed). To be certified, the Candidate must successfully complete at least 67 percent of each part of the examination. If failed, no Certificate will be issued. Individual parts of the examination may be retaken up to two times. Individual parts must be retaken within one year, otherwise the whole examination must be retaken, even if the Candidate passed in one part of the examination.

The examination is considered as passed when the Candidate has successfully completed all aforementioned minimum requirement.

§ 3.5 Inspection of examination records

The Candidates are entitled to inspect the examination records once. The inspection of the examination records has to take place within four weeks after the Candidate being informed about the results. The Candidates may inspect the examination records at the premises of Fraunhofer-Personenzertifizierungsstelle together with a staff member of Fraunhofer-Personenzertifizierungsstelle.

§ 4 Certification

Upon successful completion of the Examination the Certificate will be handed to the Candidate by the Fraunhofer-Personenzertifizierungsstelle.

The Candidate may provide proof for previously lacking work experience of one year within one year after completing the examination. The certificate will be issued after sufficient proof has been provided. Certification must be issued within one year after completion of the last examination.

Certificates profiled "Usability Engineer (Basic Level)" remain valid for an unlimited period of time for those persons who have completed the examination until February 28th, 2014 (according to normative document "Personalzertifizierungen im Bereich Usability Engineering" Version 2, 16.08.2013).

Certificates profiled within the scope of Usability Engineering remain valid for five years for all persons who complete their examination on or after March 1st, 2014 (according to the certification handbook "Personalzertifizierungen im Bereich Usability Engineering" Revision 4ff).

§ 5 Monitoring and Recertification

§ 5.1 Monitoring

The correct use of the certificate is monitored by the Fraunhofer-Personenzertifizierungsstelle at the Fraunhofer-Institute FIT (effective March 1st, 2014).

Monitoring will occur after 2.5 years of each certification period and must be completed before the monitoring deadline.

The Certificate Holder shall file for monitoring from the Fraunhofer-Personenzertifizierungsstelle before expiration of the deadline.

During monitoring the following is required: Proof of work experience (at least within the previous year).

To furnish proof written confirmations are required. These confirmations must state the time, duration and kind of the occupation within the scope of the certification profile.

In the event of an uncertainty, the Fraunhofer-Personenzertifizierungsstelle may request additional proof and/or may arrange, together with the Certificate Holder, on-site inspections or searching of documents.

In exceptional cases the monitoring deadline may be extended by the Chairperson of the Fraunhofer-Personenzertifizierungsstelle. During that time the certificate and/or its process is suspended; the certificate may not be used. Also the Certificate Holder is deleted from the register of valid certificates. Lacking proofs may be submitted within six months, in which case the certification is reactivated.

If the monitoring requirements are not fulfilled, the certificate is revoked. If the requirements are fulfilled, the certificate remains valid.

§ 5.2 Recertification

All Certificate Holders must attain recertification after a certification period of five years (see § 4).

The recertification process includes the formal review of the application requirements, the course of monitoring, the proof of work experience within the past 2.5 years and within 2.5 years before recertification and a recertification examination.

The Certificate Holder shall file for recertification from the Fraunhofer-Personenzertifizierungsstelle at the Fraunhofer-Institute FIT before expiration of the certificate.

The recertification process must be completed before expiration of the certificate. In exceptional cases an extension may be granted (for instance, if in the relevant timeframe the Fraunhofer-Personenzertifizierungsstelle does not offer a recertification examination or in case of illness of the Certificate Holder). The Chairperson of the Fraunhofer-Personenzertifizierungsstelle decides on granting an extension.

Goals of recertification are:

- proof of retained knowledge and skills (State of the Art) within the relevant certification profile and
- proof of retention and development of competencies within the relevant certification profile of the Applicant.

Recertification requires the following:

- Proof of work experience within the scope of the recertification profile (from monitoring and at the least the previous year to the recertification)

and

- Completing a theoretical examination in the certification profile (online-procedure).

The recertification examination assesses the contents of the relevant certification or examination profile. The evaluation will be carried out in accordance with § 3.

If the monitoring and recertification requirements are successfully fulfilled, the certificate will be extended for another five years.

If the monitoring and recertification requirements are not fulfilled, the validity of the certificate expires.

§ 6 Rights and Obligations

The issuance of the Certificate is associated with rights and obligations, which we would like to point out in advance. If you do not agree with the application of the following regulations, participation is not advisable. You will later be handed a copy of these regulations along with the Certificate.

§ 6.1 Disclosure

The Fraunhofer-Personenzertifizierungsstelle may upon written request (for instance by potential clients of a Certificate Holder) disclose, whether the person is legitimately using the certificate. For identification purposes of the Certificate Holder, personal information including the Surname/First Name, date of birth, private address, place of birth and workplace of the Certificate Holder will be filed by the Organiser. By signing the application, the Applicant agrees to accept these provisions in case the certificate is awarded him/her. The Fraunhofer-Personenzertifizierungsstelle at Fraunhofer FIT shall comply with the Data Protection Act (Datenschutzgesetz).

§ 6.2 Rights

Within the scope of his/her occupation in "Usability Engineering", the Certificate Holder is entitled to

- refer to his/her certification and the certifying body on letterheads, in the internet and other printed documents in the following way: certified "NAME OF THE CERTIFICATE", approved by the Fraunhofer-Personenzertifizierungsstelle" or certified "NAME OF THE CERTIFICATE" (e.g. "certified Usability Engineer" or "certified Expert for User Requirements Engineering"). By using Alternative 1, he/she shall check that the designation of "approved by the Fraunhofer-Personenzertifizierungsstelle" does not appear bigger than the name of the certified person.
- use the certificate as a whole referring to the certification
- view the document "Personalzertifizierungen im Bereich "Usability Engineering", which explains the certification system of the Fraunhofer-Personenzertifizierungsstelle at Fraunhofer FIT.
- Further details: cf. Section "Permitted use of certificates" below.

§ 6.3 Obligations

The Certificate Holder shall comply with following principles:

§ 6.3.1 Diligence

The Certificate Holder shall exercise his occupation in accordance with the "State of the Art" in Usability Engineering.

Usability of a product is the foremost principle of all action.

§ 6.3.2 Independence

The Certificate Holder shall act without regard to official relations within the company and/or its employees or their desired results (personal independence).

§ 6.3.3 Personal Performance

The Certificate Holder shall perform all required services with regard to preparation, execution and evaluation of usability projects in person. He/she shall not use the deed of the certification falsely or in any misleading way.

§ 6.3.4 Permitted use of certificates

The following regulations shall also apply for the use of certificates:

- The certificate shall be granted to the certificate holder. The actual certificate/document shall remain the property of the Fraunhofer-Personenzertifizierungsstelle.
- Only valid certificates shall be used.
- The certificate shall not be abused inappropriately.
- The certificate shall be returned to the certification board
 - after expiration of the certificate,
 - after the Certification holder has been informed by the Fraunhofer-Personenzertifizierungsstelle about the withdrawal
- In case of suspension, withdrawal or lapse of the certification the Certification holder shall immediately cease the use of the certificate. References of the Certification holder to the certification and/or the Fraunhofer-Personenzertifizierungsstelle shall be removed immediately.
- In this event letterhead or other printed material shall be destroyed immediately or in case of suspension shall not be used during suspension.
- The use of the certificate and references to it are only permitted if the observer explicitly recognizes who has been examined and certified.
- By using the certification or making references to it he/she shall not give the impression that the certified person is an employee of Fraunhofer-Gesellschaft or that he/she acts on behalf of Fraunhofer-Gesellschaft.

The Certificate holder is responsible for the correct use of the Certificate. Possible doubts shall be the responsibility of the Certificate holder.

§ 6.3.5 The use of Fraunhofer-Logo

The certificate of the Fraunhofer-Personenzertifizierungsstelle contains the Fraunhofer-Logo. The Logo shall exclusively be used as a part of the certificate in that way that the certificate as a whole may be copied or made available in the internet as proof of the issuing certification board for e.g. clients or employers. Any further use beyond this of the Fraunhofer-Logo or the use of the name Fraunhofer as trade mark is expressly prohibited.

In case of violation Fraunhofer-Gesellschaft is entitled to apply for injunctive relief or damage claims.

§ 6.3.6 Duty to give Notice

The Certificate Holder shall notify the Fraunhofer-Personenzertifizierungsstelle without delay of:

- any changes of name (e.g. in case of marriage),
- any change of place of residence,
- the loss of the certificate.

§ 6.3.7 Duty to Disclose

Upon request of the Fraunhofer-Personenzertifizierungsstelle at Fraunhofer FIT, the Certificate Holder shall disclose and furnish all necessary particulars and documents regarding the monitoring of activities and compliance with the aforementioned duties within a set deadline and without compensation.

He/she may refuse to provide self-incriminating information or such information that may incriminate his/her relatives.

He/she may refuse to provide self-incriminating information or such information that may incriminate his/her relatives.

§ 6.3.8 Violation of Duties as Certificate Holder

Depending on the gravity of the violation of a duty stated in § 6.3 the certification may be suspended or revoked. The former Certificate Holder is then no longer entitled to refer to his/her certification.